

Kunj Chandarana

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ServiceNow Developer with 4 years of experience in ITSM, specializing in seamless management of Incident, Request, and CMDB processes. Proficient in managing 3-way integrations between customer, Vodafone and our vendor systems by ensuring smooth connectivity and efficient ITSM operations. Experienced in creating dynamic, interactive catalog items integrated with third-party systems via Scripted Rest API's. Skilled in ServiceNow environment management and providing development solutions via agile methodologies with continuous collaboration with design and architecture teams to align solutions with business needs for our vendors and respective customers.

PROFESSIONAL EXPERIENCE

Vodafone Pune | 2022 - 2024 | **Assistant Manager** –

- Collaborating with ServiceNow designers and architects in organization in order to create HLD's, LLD's and Solution driven design document for implementing new features and workflows as well as enhancing customer integrations.
- Configuration of various server-side/client-side scripts including Business Rules, Script Includes, Scheduled Jobs, Script Actions, Client Scripts, UI Policies, UI Actions.
- Inbound/Outbound integrations with third party tools involving configuration of REST and SOAP APIs. Hands on experience of using JSON and XML payloads for analysis/execution of the same.
- Extensive use of inbound web services and ServiceNow APIs including Table API, Attachment API, Import Set API.
- Using Planning poker method for development story assignment, performing peer review for other team member's stories, executing unit test cases, maintain continues sync with ServiceNow business analyst and product owners.
- Providing regular Vodafone product specific ServiceNow KT sessions to new Joiners and GET's (Graduate engineer trainee).

Vodafone Pune | 2021 - 2022 | **Senior Executive** –

- Creation of Data Sources and Import Sets for bulk data loads (mostly related to INC, SR, Change, and CMDB). Configuration of Dashboards and Reports
- Development of Service Catalogs for variety of requirements and automating the same using Workflows.
- Configuration of Security Rules for various tables/ modules using custom roles, ACLS, ACL scripts and conditions.
- Learning about ServiceNow best practices and making sure teams adheres to the same.

Vodafone Pune | 2020 - 2021 | **Graduate engineer trainee (GET)** –

- Explored Vodafone's business architecture and its mapping with ServiceNow Modules and acquired understanding of its complex Product, Customer hierarchy within ITSM/CSM modules and got hands-on experience in solving customer facing issues related to INC, SR, CI's, SLA's, etc.
- Got familiarized with deployment and release processes, gained knowledge of agile frameworks, including Scrum ceremonies.
- Automation of email notifications using events and notification email scripts, also implementing dynamic translations for the same using 'System UI Messages'.

EDUCATION

K J Somaiya College of Engineering 2016-2020 (7.62 CGPA) | **Bachelor of Electronics Engineering.**

SS Junior College | Navi Mumbai | 2014-2016 (72.77%) | **HSC Science.**

St Joseph's High School | Navi Mumbai | 2013-2014 (94.6%) | **SSC.**

SKILLS & OTHER

ServiceNow - ITSM, ITOM, CSM, CMDB, REST/SOAP API's, Scripted REST API's, Inbound and outbound integration, Server and client side understanding, Business Rules, Flow Designer, Workflows, UI policies, UI Actions, Client Scripts, Glide Ajax, Service Portal Basics, Dynamic catalogue items, Data modelling, Script Actions, Event based Triggers, Event Management, Notification email scripts, SSO, Third Party Integration, ServiceNow environment management, Instance cloning and upgrade activities, JavaScript, JSON, ACL's, UAM Journey, Reports, Dashboards, Tables/Modules and View management, Configuration of Transform map, Data Source, Import table and Target table mapping, TMF standard API's, Effective collaboration with design and architectural team.

Others: SAFe Agile, Jira, Scrum Ceremonies, L3 troubleshooting, Hot fixing in Production and Sub production instances, BMC Remedy, Postman, HTML, CSS, MS office, Excel.

Certification & Awards

ServiceNow | Vancouver delta | Certified system administrator | May 2024.

ServiceNow | Certified system administrator | May 2023.

Top performer recognition at Vodafone | June 2022.

Recipient of star award at Vodafone | Nov 2021.